

NOS COMMUNICATIONS)
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)
Phone Conversations)
Tape No. 2)

(The following transcript was transcribed from an audio cassette tape provided by FCC to Heritage Reporting Corporation on May 2, 2003.)

1 (Side A)

2 FEMALE SPEAKER: -- that extension. I think I
3 might have given you 5556. I think two offices, one --

4 MALE SPEAKER: I know. I think you --

5 FEMALE SPEAKER: Did I give you 5636?

6 MALE SPEAKER: Five-six -- I don't know, whatever
7 it was. But I got some other girl's name.

8 FEMALE SPEAKER: Okay. Yeah. Mine is 5556.

9 MALE SPEAKER: Okay. That's (inaudible), but
10 maybe I messed it up. It's always possible.

11 FEMALE SPEAKER: Okay.

12 MALE SPEAKER: The fax that you sent me, Marcia, I
13 really don't even know what it is telling me.

14 FEMALE SPEAKER: Okay. Just --

15 MALE SPEAKER: It's pretty -- it's out there, I
16 guess.

17 FEMALE SPEAKER: Let me break it down for you
18 because I'm up close. I'll do that. I mean, this is the
19 thing. That's the same exact (inaudible) that you signed
20 when you came on 2/27/2001.

21 MALE SPEAKER: Let me just ask you some questions,
22 if I can, please.

23 FEMALE SPEAKER: Okay.

24 MALE SPEAKER: All right. To my knowledge, I
25 think all of our New York lines have been switched over to

1 the company that we're using.

2 FEMALE SPEAKER: They haven't yet. They're in the
3 process, but they haven't completed it yet. See, this is
4 the thing that -- if they have an actual CIC code, but you
5 set it with Verizon, your local carrier, they have to
6 acknowledge (inaudible) because obviously you're the owner.
7 You're in control of that.

8 MALE SPEAKER: Right.

9 FEMALE SPEAKER: And it's a (inaudible) CIC code,
10 a CIC code. That's the code that differentiates one carrier
11 from another. That's what hasn't been completed yet. When
12 they actually complete the process on that, which I wouldn't
13 expect any more than a day and a half, Jeff, to be fully
14 honest with you -- if they go ahead and do that, the lines
15 should be migrating over them very quickly.

16 The thing of it is, the only thing that concerns
17 me at this point is the 800 number has not even been
18 requested yet.

19 MALE SPEAKER: The what number hasn't --

20 FEMALE SPEAKER: Your 800 number.

21 MALE SPEAKER: Okay. Well, I mean, to my
22 knowledge, which I just found out recently here, is that the
23 800 number has been switched over since the 15th.

24 FEMALE SPEAKER: No, it hasn't.

25 MALE SPEAKER: And all my long distance phone

1 numbers were switched over on I think the 11th.

2 FEMALE SPEAKER: It hasn't yet. They haven't
3 completed that yet. Maybe that was their target date, but
4 it hasn't completed because I'm looking at it, and it's
5 still kicked under our codes. And so in essence, I didn't
6 know -- and it might have been someone had told you --

7 MALE SPEAKER: Well, see my confusion then?

8 FEMALE SPEAKER: Yeah, yeah.

9 MALE SPEAKER: I've got one group telling me that
10 they're all taken.

11 FEMALE SPEAKER: Well, this is the thing.

12 MALE SPEAKER: I have another group telling no,
13 they're not. So I don't know what is going on.

14 FEMALE SPEAKER: Let me explain it to you. I
15 mean, we are calling you from our cancel operations
16 department. You're already gone from us, okay?

17 MALE SPEAKER: Yeah.

18 FEMALE SPEAKER: At this point, we are honoring
19 your decision. We know that. What that company has to
20 realize -- you're a brand new account for them. Somebody
21 (inaudible) work to us to disconnect before they can
22 complete it. Of course, the first thing you want to do is
23 send it off on the people that originally that you're
24 switching phones because (inaudible) don't really matter to
25 us. They don't want to lose your business.

1 What they want to understand is that we want you
2 to be able to go (inaudible) as expedient as possible
3 because right now -- we like having you here, but we want a
4 carrier here. We don't want to have it unauthorized. Do
5 you see what I'm saying? And so that's the reason I think
6 maybe they think we're trying to persuade you in some other
7 direction. And I hope I've been very clear.

8 MALE SPEAKER: Well, I think you have been.

9 FEMALE SPEAKER: Yeah. I want them to go ahead
10 and pick it up. My only concern was is whatever -- now that
11 you've called them, probably what is going to happen, Jeff,
12 is they're going to (inaudible) and get it done expediently.
13 And what they need to do is just resend and request
14 (inaudible) for everything to make sure that all their stuff
15 is targeted right. You know, until then, as a customer, you
16 shouldn't have to lose service until they can get everything
17 done.

18 I'm not saying anything bad about their company.
19 I want to put that out there.

20 MALE SPEAKER: No. I'm not saying anything bad
21 about you either. So, Marcia, it sounds -- I mean, I don't
22 know anything about this phone stuff, obviously.

23 FEMALE SPEAKER: Right.

24 MALE SPEAKER: So, I mean, it sounds like I've got
25 to have whoever I'm working with call whoever needs to work

1 with your company --

2 FEMALE SPEAKER: Well, at this point, it is pretty
3 much severed. I mean, we know you're moving. They just
4 need to do what they need to do on their end in their
5 operations department to get you switched. The only thing
6 that would require at this point is if you send us a letter
7 of authorization for the interim period only. You need to
8 state that on the form on your company letterhead, and then
9 put, "See attached addendum letter," on the form itself, and
10 it will keep you up and running and covered until they can
11 pick it up because, see, this is what happens.

12 If we take it all down, and they haven't completed
13 it yet, what is going to happen -- it's going to take them
14 even longer to finish their process because they'll have
15 down time. So they're going to have to be concerned about
16 getting the lines back up and then physically getting them
17 migrated over to their company.

18 Right now, with the line still going here, we've
19 got -- you know what I mean? It's additional amount of time
20 here. You know, it would be a detriment for your company if
21 we were to take them down before they could actually pick
22 them up and have them up and running with them. If they do
23 it today, which they probably will, that's good because you
24 (inaudible). But I would hate for your company to be at a
25 standstill waiting, you know, to make sure that they

1 complete everything.

2 So you're just covering -- we're covering us for
3 helping you until they can get you switched, and you're
4 covering yourself and the company. As soon as they come in
5 and physically CIC your lines from us with the information
6 you provided for them to be your carrier, it's going to
7 supersede anything you would sign here. The reason for that
8 is that if you look at the form --

9 MALE SPEAKER: That doesn't say that.

10 FEMALE SPEAKER: Yeah, but, look, I know because
11 you know what? Unfortunately, we don't have different firms
12 for different situations. Nobody does. We are all
13 (inaudible) by what we can send out by the FCC.

14 MALE SPEAKER: Well, the easiest thing that I can
15 do is I'll type up a letter stating what is going on.

16 FEMALE SPEAKER: Yeah.

17 MALE SPEAKER: I'd appreciate any help that you
18 can give me.

19 FEMALE SPEAKER: Here is what you type because the
20 problem is everything that I tell you --

21 MALE SPEAKER: I'm not going to sign this paper
22 that you faxed to me, though.

23 FEMALE SPEAKER: Okay. Well, without the letter
24 of authorization, I can't --

25 MALE SPEAKER: I'm going to give you a letterhead

1 with my signature --

2 FEMALE SPEAKER: Okay. Well --

3 MALE SPEAKER: -- saying we're switching companies
4 and that we appreciate any help that you can give us in
5 making that go through smoothly.

6 FEMALE SPEAKER: Well, unfortunately, that would
7 not be sufficient. And then if you want to go ahead and do
8 that, it wouldn't be sufficient in order to keep the lines
9 up. We would have to have the letter of authorization from
10 you attached with the addendum. That's what the addendum is
11 for. It's for the temporary period because right now, the
12 first one that you signed with us is voided out when you
13 sign this one with them.

14 You're still with us. Physically, we are still
15 your carrier. So we're not taking anything from them. The
16 lines are still billing here with our company.

17 MALE SPEAKER: Well, I think a letterhead from me
18 stating that I'm switching to another carrier should be
19 sufficient.

20 FEMALE SPEAKER: Yeah. Well, it's not. And
21 unfortunately, I wouldn't -- like I told you before, I
22 wouldn't dare come in and try to tell you what your policies
23 and procedures are because obviously I don't know anything
24 about your business. And so I've been doing this for 10
25 years. I'm telling you as a directing manager here for this

1 department what we need in order to keep the service up and
2 running until this company can pick it up.

3 (End of call)

4 MALE SPEAKER: Hello. This is Jeff.

5 FEMALE SPEAKER: Hi, Jeff. This is Marcia.

6 MALE SPEAKER: Yeah.

7 FEMALE SPEAKER: (Inaudible) we need in order to
8 (inaudible) plan a contract or a commitment undersigning
9 request for this cancellation during any invoice billing
10 period. So, you know, basically at the bottom, you know,
11 you're in control in this situation either way you go. You
12 know, we have to honor (inaudible) your switch. That's our
13 company policy.

14 So as soon as they can come in with the
15 information that you provided for them in order to do this,
16 it's going to be done because this is our company policy.
17 But if you don't send me over the form with the addendum, I
18 can't carry your traffic because it wouldn't serve as a
19 letter of authorization, what we have approved from the FCC.
20 I hope you can understand that.

21 MALE SPEAKER: I can. This phone game is just
22 quite --

23 FEMALE SPEAKER: Well, it's not a game at this
24 point because we know you're leaving. I'm calling you from
25 the cancel department. So in essence, I mean, I have

1 nothing to gain or lose, you know. I just want to make sure
2 that you are aware of what is going on so that your company
3 doesn't lose service.

4 MALE SPEAKER: Well, I'm fully aware of it, and
5 that's -- I'm going to, you know, type a letter up stating
6 that to you, see?

7 FEMALE SPEAKER: Well, you have to send the letter
8 form with it because otherwise it wouldn't be valid. I'm
9 telling you what we need from you in order to keep this
10 going until they can pick you up. And you see where it
11 says --

12 MALE SPEAKER: You know, I've had three people in
13 this office read this letter. No one can even understand
14 what it says.

15 FEMALE SPEAKER: Well, because it's the same exact
16 form that you signed when you come onboard with us. It's
17 the form we use to bring customers onboard. It's the form
18 we use to change rates. It's the form that we would use to,
19 you know, to carry traffic in your case for a temporary
20 period of time. Every company that is doing long distance
21 that's under the guidelines of the FCC has one standard
22 letter of authorization on file for their company. That is
23 our standard.

24 That's the reason why I said "see attached
25 addendum," where it says "main billing telephone number,"

11
1 and then write it out: This only authorizes (inaudible) to
2 keep all of our lines up and running just until the new
3 company can switch their services over to their network.
4 And (inaudible) sign it, and it will be filed with it. It's
5 on this reported call, if that's what it is, and we'll keep
6 it going until they come in and pick it up. And this way,
7 you know it's covered. And then the bills are going to
8 transition off onto them that work automatically.

9 MALE SPEAKER: Okay. Well, let me call my guy
10 back and see what he says. I mean, I've just been told not
11 to sign anything. But I'll get a letter off to you, and
12 I'll give you a call back if I have any problems.

13 FEMALE SPEAKER: Well, the thing of it is is that,
14 you know, I wouldn't -- the letter is null and void if you
15 don't send the authorization with it. We can't -- do you
16 see what I'm saying?

17 MALE SPEAKER: I --

18 FEMALE SPEAKER: Well, hold on a minute. Let me
19 get my director. Hold on.

20 (Pause)

21 FEMALE SPEAKER: She is coming right now. Hold
22 on.

23 MALE SPEAKER: Yeah.

24 (End of call)

25 (Telephone ringing)

1 FEMALE SPEAKER: Advance tech.
2 FEMALE SPEAKER: Yes, hi. Could I speak to
3 Jerrett (phonetic), please?
4 FEMALE SPEAKER: Just a moment, please.
5 FEMALE SPEAKER: Thanks.
6 FEMALE SPEAKER: Jerrett is on another line. Can
7 I have him return your call?
8 FEMALE SPEAKER: Yeah. Can I hold for him for a
9 little bit? It's really important.
10 FEMALE SPEAKER: Okay.
11 (Pause)
12 FEMALE SPEAKER: He's still on. Would you like to
13 still hold?
14 FEMALE SPEAKER: Yeah, I would a little longer,
15 please.
16 FEMALE SPEAKER: Okay.
17 FEMALE SPEAKER: Do you know if he had sent
18 information to me? This is Marcia from Horizon One
19 Communications.
20 FEMALE SPEAKER: I don't know, Marcia.
21 FEMALE SPEAKER: Okay. I'll hold on.
22 FEMALE SPEAKER: Okay.
23 FEMALE SPEAKER: Thank you.
24 (End of call)
25 MR. MAHONEY: -- our telephone service. So

1 they're promising me they'll have me connected 8:00 a.m.

2 Central time tomorrow, which will be about 6:00 a.m. your

3 time. And so I need to do a check by fax or credit card or

4 something. I need to make some arrangements on that --

5 MR. HAGER: Okay. Bear with me one second here,

6 if you would, please. I'm sorry. Let me just -- you can

7 fax me the one. That's not a problem.

8 MR. MAHONEY: Okay.

9 MR. HAGER: Okay? That won't be a problem, just

10 -- yes, sir.

11 MR. MAHONEY: Don't fax it to me because you won't

12 -- you'll get a ring because it has been taken to -- the

13 phone line has been taken to the de-embarkment point or

14 whatever. But it hasn't been hooked up to my jacks yet.

15 I'm calling you from my residence, and I don't have a fax

16 here.

17 MR. HAGER: Oh, okay. So there is not a whole

18 heck of a lot I can do right now because either way I'd have

19 to be able to fax it to you.

20 MR. MAHONEY: Okay.

21 MR. HAGER: It's not a check over the phone. It's

22 just a copy of the check that -- what the authorization that

23 I would fax to you. Same thing with a credit card.

24 MR. MAHONEY: Sure.

25 MR. HAGER: The only thing I could possibly

1 suggest at this point would be -- well, the only other thing
2 -- I mean, I can make a note in here, and I can put a note
3 on her computer. Now she gets here -- let's see, it's about
4 7:00 a.m. your time tomorrow morning.

5 MR. MAHONEY: Okay. So that is what?

6 MR. HAGER: Well, 7 o'clock your time.

7 MR. MAHONEY: Oh, okay.

8 MR. HAGER: You said Minnesota, correct?

9 MR. MAHONEY: Yeah.

10 MR. HAGER: Yeah. Which is two hours. So, you
11 know, at that point, you know, until you're at a fax
12 machine, you know, there wouldn't be much she -- you know, a
13 lot -- obviously, there is nothing I can do without your
14 being at a fax machine.

15 MR. MAHONEY: Right.

16 MR. HAGER: You know, to fax you either/or.

17 MR. MAHONEY: Okay. Why don't you do this. U.S.
18 West has promised me --

19 MR. HAGER: Okay. Let me do one thing here. Your
20 account number, sir?

21 MR. MAHONEY: My phone number is 320 --

22 MR. HAGER: Okay. One minute. Three-two-zero.
23 Go ahead.

24 MR. MAHONEY: Five-eight-nine.

25 MR. HAGER: Five-eight-nine.

1 MR. MAHONEY: Three-nine-six-four.

2 MR. HAGER: I'm going to put the notes in the
3 account. That's the only reason. And I'm not going to be
4 able to remember all -- okay. Daniel Mahoney (phonetic).

5 MR. MAHONEY: Yeah.

6 MR. HAGER: And I see -- I guess it went down
7 today. Okay. I guess it's Stacey -- I guess they chose to
8 cancel you now, is what it looks like.

9 MR. MAHONEY: Oh, my gosh.

10 MR. HAGER: That's the only account you -- yeah.
11 It was, okay, a T. Miller you spoke with, a T. Miller today.
12 Received -- that's when we called Dan, but he was not in.
13 Okay. And that's what I see has happened. What I'm seeing
14 -- Deborah has been involved in this. Hold on one second.
15 You said you need to speak with Tammy or Deborah? Hold on.
16 Do you have another account with us, Mr. Mahoney?

17 MR. MAHONEY: No.

18 MR. HAGER: All right. Hold on one second. Let
19 me get you the representative. Okay?

20 MR. MAHONEY: Okay.

21 (Pause)

22 MR. HAGER: Hello, sir?

23 MR. MAHONEY: Uh-huh.

24 MR. HAGER: Yeah. Let me try again.

25 MR. MAHONEY: Okay.

1 (Pause)

2 MR. HAGER: Mr. Mahoney?

3 MR. MAHONEY: Uh-huh.

4 MR. HAGER: Okay. Let me do this. What is the
5 callback number for you?

6 MR. MAHONEY: Well, I can give you my residence
7 phone number.

8 MR. HAGER: Wherever you're at right now or are
9 going to be at in 10 minutes.

10 MR. MAHONEY: Three-two-zero.

11 MR. HAGER: Okay.

12 MR. MAHONEY: Five-eight-nine.

13 MR. HAGER: All right.

14 MR. MAHONEY: Two-two-eight-one.

15 MR. HAGER: Two-two-eight-one. Okay. Because
16 what I'm looking at here is they have taken it down. And so
17 I don't know what, you know, you and she can do to resolve
18 that. Maybe there is somewhere we can fax it if there is a
19 neighborhood Kinko's or something of that nature.

20 MR. MAHONEY: Okay, okay. All right. Who will be
21 returning the call in 10 minutes?

22 MR. HAGER: Deborah is her name.

23 MR. MAHONEY: Deborah?

24 MR. HAGER: Deborah Boehm.

25 MR. MAHONEY: Okay. Deborah, okay. Thank you.

1 MR. HAGER: Not a problem. Thank you, sir.

2 MR. MAHONEY: Good-bye.

3 (End of call)

4 MALE SPEAKER: -- talk to them as soon as I know
5 when I've had a settlement from the insurance.

6 MR. HAGER: Right.

7 MALE SPEAKER: Which I finally got the date from
8 the insurance. And in fact, it came into my office last
9 week, but I was out of the country. And I wanted to let
10 them know what the settlement date was for the insurance
11 just for them to enable me to go ahead and pay off the
12 telephone bill.

13 MR. HAGER: Okay. When is that date?

14 MALE SPEAKER: The date is Thursday the 29th of
15 this month.

16 MR. HAGER: The 29th?

17 MALE SPEAKER: Yeah.

18 MR. HAGER: It doesn't -- the 29th --

19 MALE SPEAKER: You know, it's possible it may come
20 a couple of days earlier, but --

21 MR. HAGER: No, no, no. My brain is thinking the
22 30th is on a Wednesday. That's the only reason I'm a little
23 off.

24 MALE SPEAKER: Well, let me see. I'm looking on
25 the calendar. Well, let's see. This is October.

1 MR. HAGER: Oh, you're looking at October. I'm
2 looking at September. We're in September.

3 MALE SPEAKER: You're right, and I'm wrong. I
4 have the wrong --

5 MR. HAGER: Well, that's -- hey --

6 MALE SPEAKER: I'm sorry about that.

7 MR. HAGER: Not a problem.

8 MALE SPEAKER: I tell you, it's been -- you know,
9 that's what happens when you go out of town. You come back,
10 you've got everything piled up on your desk.

11 MR. HAGER: I'm used to it. You got that right.

12 MALE SPEAKER: Yeah. Okay. I'm sorry. It's
13 Wednesday the 30th.

14 MR. HAGER: Okay. So --

15 MALE SPEAKER: So I would have payment -- and if I
16 get the payment in from the insurance company on Wednesday,
17 hopefully then by, let's say, Friday you'll have it.

18 MR. HAGER: Okay. Here is where the minor problem
19 will lie.

20 MALE SPEAKER: Yes.

21 MR. HAGER: Okay. And now, feel free, after I've
22 said what I've said, and if it doesn't fly with you, feel
23 free to -- because it is ultimately Rita's decision.

24 MALE SPEAKER: Okay.

25 MR. HAGER: But what I'm looking at it -- with the

1 way this system works, you are now three months past due.

2 MALE SPEAKER: Yeah, I guess so, yeah.

3 MR. HAGER: Yes. So come that -- anything after
4 the 30th, your phones will automatically be cancelled. So
5 what I -- and again, this is how I would do it.

6 MALE SPEAKER: Sure.

7 MR. HAGER: What I can do is -- you're confident
8 you're going to get the money, right?

9 MALE SPEAKER: Oh, yeah.

10 MR. HAGER: I mean, that's not an issue here.

11 MALE SPEAKER: No. That's not an issue.

12 MR. HAGER: Okay. What I can do, and what I would
13 suggest to make everybody happy and to solve your problem
14 also -- how much were you planning on paying, the whole
15 thing?

16 MALE SPEAKER: The whole thing.

17 MR. HAGER: Okay, \$2,632.

18 MALE SPEAKER: That's about right. I don't have
19 the invoice.

20 MR. HAGER: All right. What we can do is to give
21 you the time, and also it be in our office -- are you
22 familiar with our check by fax program?

23 MALE SPEAKER: No. But what I can do is one step
24 further. I can go ahead and have a check prepared --

25 MR. HAGER: And post-date it.

1 MALE SPEAKER: I can post-date it. I can send it
2 to you.

3 MR. HAGER: Okay. Well, let me do it -- this is
4 down to better protect you, is if you do it check by fax.
5 And the reason I say that is that it comes into Rita's
6 hands. If you do the other, it just goes straight to the
7 finance, and they're not as diligent.

8 MALE SPEAKER: Well, what I will do to compensate
9 for that -- I'll Fed Ex it directly to her. All I need is
10 her name and --

11 MR. HAGER: Oh, okay. And you want to Fed Ex a
12 post-dated check?

13 MALE SPEAKER: Yeah, so it will go right to her.

14 MR. HAGER: That sounds good to me.

15 MALE SPEAKER: Yeah.

16 MR. HAGER: Okay. That will work.

17 MALE SPEAKER: Not a problem. Now where do I just
18 -- I want to know where to do it to.

19 MR. HAGER: Sure. That's not a --

20 MALE SPEAKER: 4380 Boulder Highway?

21 MR. HAGER: Yes, sir.

22 MALE SPEAKER: Okay. Now what is Rita's last
23 name?

24 MR. HAGER: Hughes, H-U-G-H-E-S.

25 MALE SPEAKER: H-U-G-H-E-S. Okay. Does she have

1 any particular title or anything?

2 MR. HAGER: No. Just a rep.

3 MALE SPEAKER: Okay. So I could just send it to
4 NOS Communications, the attention of Rita Hughes.

5 MR. HAGER: Right. And post-date it -- how much
6 time do you think you need?

7 MALE SPEAKER: Well, if I get it on the 30th, it
8 will just take two days, so by Friday.

9 MR. HAGER: All right. Would you want to do
10 Monday just to be on the safe side?

11 MALE SPEAKER: You've got a deal. Monday the
12 fifth.

13 MR. HAGER: Sounds good to me.

14 MALE SPEAKER: I'll do it. And would you just let
15 her know that I did call?

16 MR. HAGER: Absolutely.

17 MALE SPEAKER: And I will take care of this.
18 Tomorrow it will go out because Fed Ed has already gone from
19 me today.

20 MR. HAGER: Not a problem.

21 MALE SPEAKER: I'll take care of it tomorrow.

22 MR. HAGER: Not a problem. I will notate that,
23 and I will put this also on her computer.

24 MALE SPEAKER: Okay. What was your name again?

25 MR. HAGER: My name is Mr. Hager, H-A-G-E-R,

1 MALE SPEAKER: H-A-G-E-R.

2 MR. HAGER: So if you want to throw my name on
3 there, too, that's fine. If you don't, that's fine.

4 MALE SPEAKER: Well, as long as it gets to
5 somebody who knows what we're talking about --

6 MR. HAGER: Right.

7 MALE SPEAKER: -- rather than somebody who
8 doesn't. Then we have another problem.

9 MR. HAGER: Right. No, no. That's why I say, if
10 you want to put attention to her and me, that's fine, or
11 just her, that's fine, either/or. But I will notate here
12 that you will Fed Ex tomorrow payment for the full balance.

13 MALE SPEAKER: Right.

14 MR. HAGER: And it will be post-dated for October
15 5th.

16 MALE SPEAKER: Correct. Very good.

17 MR. HAGER: Anything else I can help you with,
18 sir?

19 MALE SPEAKER: No, sir. We've done a wonderful
20 job together.

21 MR. HAGER: Thank you very much.

22 MALE SPEAKER: Thank you, Mr. Hager.

23 MR. HAGER: All right. You, too. Good-night,
24 sir.

25 MALE SPEAKER: Bye.

1 (End of call)

2 MR. HAGER: Good afternoon. NOS Accounts
3 Receivable, Mr. Hager speaking. How may I help you?

4 MR. MAHONEY: Hi, Mr. Hager. This is Mr. Mahoney
5 calling again.

6 MR. HAGER: Yes, sir.

7 MR. MAHONEY: The (inaudible) has passed, and I'm
8 a little concerned Deborah did not return my call here.

9 MR. HAGER: I gave her the message, and she said
10 she was.

11 MR. MAHONEY: Any way you can try to transfer me
12 to her?

13 MR. HAGER: It looks like she's on the phone.
14 Hold on one second, please.

15 MR. MAHONEY: Okay.

16 (Pause)

17 MR. HAGER: Hello, Mr. Mahoney?

18 MR. MAHONEY: Yes.

19 MR. HAGER: Yeah. The only thing I can possibly
20 suggest at this point would be, you know, if you can get to
21 a fax machine because it looks, like I said, the lines have
22 been taken down. And the only way they'll be reinstated --
23 well, it's the only thing I have the authority to reinstate
24 them for -- would be the full balance.

25 MR. MAHONEY: Uh-huh. Okay. What was the last

1 amount received and for how much?

2 MR. HAGER: Okay. Let me go back to the phone
3 number.

4 MR. MAHONEY: Three-two-zero.

5 MR. HAGER: Okay. I know you gave it to me
6 earlier, and like I said, I just put the message away. I
7 mean, you know, gave it to her. Go ahead. Three-two-zero.

8 MR. MAHONEY: Five-eight-nine.

9 MR. HAGER: Okay.

10 MR. MAHONEY: Three-nine-six-four.

11 MR. HAGER: August 24th, \$460.99.

12 MR. MAHONEY: Okay.

13 MR. HAGER: I guess you paid the minimum at that
14 time? I'm only assuming what I --

15 MR. MAHONEY: Right, right, right. Okay. Once
16 the lines have been taken down, what happens to my one free
17 month? Does that get lost then, too?

18 MR. HAGER: Are you entitled to -- again, I'm not
19 trying to -- you kind of have me in a disadvantage now. If
20 you're entitled to it, I would think you should get it back.
21 But, you know, unfortunately, it's something probably
22 you're better off speaking with her about.

23 MR. MAHONEY: Okay. What is Deborah's extension?

24 MR. HAGER: Okay. Where are we at here? Eight-
25 seven-six-four.

1 MR. MAHONEY: Eight-seven-six-four?

2 MR. HAGER: Right.

3 MR. MAHONEY: Okay. Deborah. And what is her
4 last name?

5 MR. HAGER: B-O-H-E-M. I'm sorry. Let me
6 backtrack here. B-O-E-H-M.

7 MR. MAHONEY: Okay. Extension 8764. (Inaudible)
8 work the shift when Tammy is not working.

9 MR. HAGER: That, or I guess you dealt with Tammy,
10 and then she has since become the caretaker of this account.
11 That would be the only other thing I can figure out.

12 MR. MAHONEY: Okay.

13 MR. HAGER: I see you received a -- okay. Back in
14 November, you received your first month free. Now you're
15 stating there is another month you would have received? And
16 I believe you. I'm not trying to --

17 MR. MAHONEY: Yeah.

18 MR. HAGER: -- question what you're saying.

19 MR. MAHONEY: Right.

20 MR. HAGER: Was that part of your terms? I'm not
21 looking at the contract.

22 MR. MAHONEY: Right. Yeah. You were going to
23 take the average -- I got the first month free, and then
24 I've got to be with them for a year, and they average my
25 monthly -- what I spent per month.